

We claim:

1. A telephony-based messaging system application stored on a computer readable medium for use by a particular customer, comprising:

a module comprising call flows, code and a customization list;

5 wherein the customization list comprises a table with a list of names and a modifiable list of corresponding DTMF signal identifiers, whereby the particular customer is permitted to change the mapping between caller-entered DTMF signals and the corresponding actions taken by the messaging system by modifying the list of DTMF signal identifiers.

10 2. A telephony-based messaging system application as recited in claim 1, and further comprising a main module comprising code and call flows that are specific to the particular customer.

15 3. A telephony-based messaging system application as recited in claim 1, wherein the customization list comprises a set of tables, with one table for each of the following: result list names, break list names, delimiter list names and double-digit list names.

20 4. A telephony-based messaging system application as recited in claim 3, wherein a result list name refers to a component of a call state that determines the next call state in a call flow.

5. A telephony-based messaging system application as recited in claim 3, wherein a break list name refers to a component of a call state that effects a stoppage of a prompt.

25 6. A telephony-based messaging system application as recited in claim 3, wherein a delimiter list name refers to a component of a call state that determines the end of a caller input string.

sub a2 7. A telephony-based messaging system application as recited in claim 3, wherein a double-digit is a sequence of two DTMF tones that a caller enters rapidly, and wherein a double-digit list name refers to a menu in which the corresponding double-digit sequence is recognized as a single result.

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8. A telephony-based messaging system application as recited in claim 1, wherein the module is susceptible to being independently built into a set of flat files that can be loaded during an application initialization process.

5 9. A telephony-based messaging system application as recited in claim 1, wherein the customization list includes a standard customization table and a customized customization table derived from the standard table.

10 10. A telephony-based messaging system application as recited in claim 1, wherein the module is a main module that contains call flows and code that are specific to the particular customer.

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15 11. A telephony-based messaging system application as recited in claim 1, wherein the module is a service module that contains call flows and code that are used by multiple customers.

12. A telephony-based messaging system application as recited in claim 1, wherein the storage medium is a computer readable magnetic storage medium.

20 13. A telephony-based messaging system application as recited in claim 1, wherein the storage medium is a computer readable optical storage medium.

25 14. A telephony-based messaging system application as recited in claim 1, wherein the storage medium is a computer network.

15. A telephony-based messaging system application as recited in claim 1, wherein the application is a voice and/or fax mail application.

30 16. A telephony-based messaging system application as recited in claim 1, wherein the application is a bank by phone application.

17. A telephony-based messaging system, comprising:

a computer;

a network interface unit coupling the computer to a telephone network;

a network applications platform (NAP) running on the computer; and

5 a messaging application comprising a module containing call flows, code and a customization list, wherein the customization list comprises a table with a list of names and a modifiable list of corresponding DTMF signal identifiers, whereby a customer is permitted to change the mapping between caller-entered DTMF signals and the corresponding actions taken by the messaging system by modifying the list of
10 DTMF signal identifiers.

18. A telephony-based messaging system as recited in claim 17, wherein the messaging application further comprises a main module comprising code and call flows that are specific to the particular customer.

19. A telephony-based messaging system as recited in claim 17, wherein the customization list comprises a set of tables, with one table for each of the following: result list names, break list names, delimiter list names and double-digit list names.

20. A telephony-based messaging system as recited in claim 17, wherein the module is susceptible to being independently compiled into a set of flat files that can be loaded during an application initialization process.

21. A telephony-based messaging system as recited in claim 17, wherein the customization list includes a standard customization table and a customized customization table derived from the standard table.

22. A telephony-based messaging system as recited in claim 17, wherein the module is a main module that contains call flows and code that are specific to the particular customer.

23. A telephony-based messaging system as recited in claim 17, wherein the module is a service module that contains call flows and code that are used by multiple customers.

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